TAOP TRICARE Advanced Course 2010

TRICARE Systems

TRICARE Systems
Objectives

❑ Assistance Reporting Tool (ART)

❑ TRICARE4U

❑ TRICARE Online – Enterprise Wide Referral & Authorization System (EWRAS) AKA: ENAS

❑ Move It System

TRICARE Systems

Assistance Reporting Tool (ART)

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ART

- ❑ Login regularly. Will ensure that your account does not get deactivated (Not logging in for 90 days) & your name remains available for referring cases

- ❑ *Include NAS Issuance # when returning authorization cases to TAOP*

- ❑ Request open cases to be transferred to the incoming POC and your account to be closed before departing.

- ❑ Can now login via CAC card.

- ❑ Technical issues? Login issues? Case transfer requests? Contact the ART Team: bcacdcao@tma.osd.mil

- ❑ Reference & training manuals…

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ART

TRICARE Systems

TRICARE4U

TRICARE Systems
TRICARE4U

❑ Not only for checking status of & researching claims; can also be used to:
  – Check eligibility
  – Check OHI coverage
  – Check out-of-pocket expenses (Cost-shares/Deductible and Catastrophic Cap)
  – Download various TRICARE related forms such as the Third Party Liability form, OHI Questionnaire, Authorization to Disclose form, etc.
  – Securely contact WPS' customer service department.

❑ Beneficiaries can register for their own account
  – All claims for FMs > 18 years will not appear under the sponsor's account; they will need to register for their own account
  – Beneficiary & provider registration walkthroughs available: TAOP

Help the beneficiaries help themselves

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TRICARE Online – Enterprise Wide Referral & Authorization System (EWRAS) AKA: ENAS

No Longer Being Used

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Move It System

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Questions

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ENAS

❑ 4 types of authorizations:
  – 30 Day-Good for 30 days from date of admission
  – Chronic Care-Good for 1 year from the date of admission
  – Retroactive-Valid for 1 specified past date of admission
  – Retroactive Chronic Care-Valid for 1 year from date of admission

❑ Search for authorizations using patient's SSN, not the sponsor's; unless the sponsor is the patient ;)

❑ Trouble creating an account or logging in? Contact your local system administrator.

❑ Technical Issues? Contact OCONUS CS:
  – Japan: 00531-1-20743; S Korea 550-6474; Guam; 1-866-637-8725
    • *You must request "Tier 2" support!*

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❑ Self-paced NAS training available at MHS Learn:

– https://mhslearn.csd.disa.mil/ilearn/en/learner/mhs/portal/mhsstaff_login.jsp

- *MTF System Administrator/Appointing Supervisor – 60mins*
- *NAS Originator and Reviewer – 45mins*
- *NAS Rules Manager – 30mins*

TRICARE Systems
Move It System

❑ Reprocess claims denied for lack of authorization
   – ADSM denied claims
   – ADFM POS claims (Codes 303 & 307 only)

❑ Each designated MTF POC receives weekly notification from WPS via email to download their MTF's denied claims list

❑ Once care has been authorized, the lists are forwarded to TAOP where they are consolidated, compiled & forwarded to WPS for adjustment/reprocessing
   – No action taken on denied claims where no authorization is annotated. Denied claims only sent once by WPS.

❑ Approx 4-6 weeks for claims to be adjusted & reprocessed

❑ POC's responsibility to monitor status of these claims in TRICARE4U

❑ Technical issue? Forgot login/password? Need training? Contact TAOP